

Protocols for Small Charter Services

This protocol is to be completed by businesses with office worksites. The requirements below apply to all office worksites. In addition to the conditions imposed on office-based businesses by the Governor, businesses must also be in compliance with this protocol. This protocol must be implemented and posted prior to an office-worksite operating.

Please note: This document may be updated as additional information and resources become available so be sure to check the Long Beach COVID-19 website at www.longbeach.gov/covid19 regularly for any updates to this document.

This checklist covers:

- (1) Workplace policies and practices to protect employee health
- (2) Measures to ensure physical distancing
- (3) Measures to ensure infection control
- (4) Communication with employees and the public
- (5) Measures to ensure equitable access to critical services

All Small Charter Services must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is not applicable.

Business Name:

Facility Address:

A. RESTRICTION ON RENTALS

- ☐ The crew allowed on a water vessel during a charter is limited to one employee necessary to operate the water vessel and one additional crew member. Physical distancing must be maintained between the crew and customers.
- ☐ Charters are limited to individuals or members of the same household only. Gatherings and charters that allow more than one household at a time are prohibited.
- ☐ High-touch surfaces and common areas of the water vessel and each item of equipment rented must be wiped down in its entirety with disinfectant effective against COVID-19 after each use.
- ☐ The number of individuals allowed in interior spaces of a water vessel, such as a cabin, shall be limited to allow for physical distancing of 6ft or more.
- ☐ Customers and attendants must wear face coverings except where customers are engaging in physically distanced exercise.
- ☐ Hand sanitizer (with at least 60% alcohol) and/or hand washing facilities, including soap, water, and paper towels, must be made available to customers on the water vessel.
- ☐ Employees are assigned to disinfect rental equipment and the water vessel between uses.

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- ☐ Instructional signage is posted on the water vessel regarding physical distancing.

B. GENERAL FACILITY & CHARTER RESTRICTIONS

- ☐ Indoor portions of the business must be closed to the public. Rental equipment must be available on the charter or made available to customer via pick up rentals curbside, doorside, or other outdoor or outside pickup.
- ☐ Instructional and informational signage is posted throughout the outdoor facility regarding infection control, physical distancing, and the use of face coverings.
- ☐ Inform customers of all safety protocols ahead of time.
- ☐ All employees and customers must use cloth face coverings at all times when in close contact (6ft or less for 10 minutes or more).
- ☐ Reservations are required and customers are encouraged to pre-pay using debit/credit cards at the time of reservation.
- ☐ On-site payment of fees is done from an existing outdoor facing starter window or from a check-in table outside the facility. Six-foot physical distancing markings are installed to let customers know where to wait to pay. Touchless payment is used, where feasible.
- ☐ Encourage payment by gift, debit, or credit card.
- ☐ Physical space between employees and customers increased (e.g. partitions, plexiglass at point of sale locations)
- ☐ Markings or delineators are set up to create a six-foot barrier to minimize close contact between employees and the public.
- ☐ Hand sanitizer, soap and water, or effective disinfectant/wipes is made available to customers at or near each entrance to the facility at any beverage carts and food stations/facilities and restrooms, and other main points of contact.
- ☐ Reservations are no less than 10 minutes apart. Customers are encouraged to come to the facility no more than 10 minutes before the time expected to start the charter.
- ☐ Trash cans are touchless. Lids have been removed if present.
- ☐ All restrooms are serviced and disinfected frequently. Doors are propped open when possible to minimize touching of door handles or surfaces.
- ☐ Retail sales must adhere to the Retail Physical Distancing Protocol. Facility doors are propped open wherever possible.
- ☐ Customers are required to leave the property immediately once their charter time has expired. No congregating or tailgating in the parking lot is allowed.
- ☐ Any education or explanation of how to use rental equipment or safety instruction for the charter must be done by video or staff must be 6ft from customers.
- ☐ This protocol is posted in a location visible to employees and the public.
- ☐ Require that employees whose duties require close contact with other employees and/or the public wear Face Coverings.

NOTE: Face Coverings should not be used as a substitute for other evidence-based measures to prevent the spread of COVID-19. Face Coverings should be used in addition to, but not in place of, other evidence-based measures (e.g. physical distancing; frequent hand washing practices;

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avoiding touching our eyes, nose and mouth with unwashed hands; avoiding being around sick people). Require use of Face Coverings and gloves and/or frequent handwashing for interaction with customers, food preparation, and food delivery.

C. FOOD AND BEVERAGE

- ☐ Concession stands must operate in accordance with the Mobile Food Vendor Physical Distancing Protocol. Six-foot markers for guests to maintain physical distances are installed. Hand sanitizer is available at all sites serving food and/or beverages.
- ☐ Benches and tables are removed to discourage congregation.
- ☐ Beverage carts may be operated. Staff manning the carts wear a face covering and protective gloves to conduct transactions. Physical Distancing Protocols are observed.
- ☐ Drinking fountains and water coolers have been removed or covered.

D. DISINFECTING PROTOCOLS

- ☐ Point of sale station screen/monitor is disinfected after each transaction with disinfectant effective against COVID-19
- ☐ High touch areas are wiped down regularly.
- ☐ Public counters and service windows are frequently sanitized with disinfectant effective against COVID-19.
- ☐ Provide for disinfecting all payment portals, pens, and styluses after each use.
- ☐ Employees assigned to disinfect high-touch surfaces frequently
- ☐ The water vessel and each item of equipment rented must be wiped down in its entirety with disinfectant effective against COVID-19 after each use.
- ☐ Employees assigned to disinfect rental equipment and the water vessel between uses.
- ☐ Hand sanitizer (with at least 60% alcohol), soap and water, or disinfectant effective against COVID-19 is available to the public anywhere there is high-frequency employee interaction with members of the public.

E. EMPLOYEE PROTOCOLS

- ☐ Staggered start times for staff and split shifts are put in place to limit the number of staff on site, at team meetings, at lunch breaks, and during departure times. No one is allowed to congregate in groups.
- ☐ Staff meetings are held in open air spaces in order to maintain physical distancing.
- ☐ No visitors or sales representatives are allowed on or within the facility. This includes outside distributors and manufacturer representatives. Meetings are held via telephone, zoom or other virtual platforms.
- ☐ The use of time clocks has been discontinued, if possible.
- ☐ Employees are required and permitted adequate time to wash or sanitize their hands every 30 minutes or as needed if gloves are provided. Locker room facilities are cleared of all belongings. Additional uniforms, gear and all belongings can be kept in personal vehicles on-site. No personal belongings are allowed to be stored on-site.
- ☐ The use of the breakroom facility common use items (e.g. coffee pots, vending machines, refrigerators and microwaves) has been suspended. Personal coolers are suggested for

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meals/personal beverages and should be stored in personal vehicles.

- ☐ A secondary break and lunch area has been set up if possible to allow for greater physical distancing.
- ☐ Management will set guidelines for cleaning facilities at least three times daily; (In the morning after staff arrivals and teams depart to the facility, after the lunch hour and at the end of the shift once everyone has departed for the day and focus on all key touch points (doorknobs, restrooms, tables, chairs, sinks, computers/keyboards etc.). High touch areas may require more frequent cleaning.
- ☐ Employees have been reminded to adhere to personal prevention actions including:
 - ☐ Stay home when you are sick. Stay home for at least 3 days (72 hours) after recovery, which means your fever has resolved without the use of fever-reducing medications and there is improvement in your respiratory symptoms (e.g., cough, shortness of breath), AND at least 10 days have passed since your symptoms first appeared.
 - ☐ Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use alcohol-based hand sanitizer that contains at least 60% alcohol. Wash your hands before meals, after using the restroom and after coughing and sneezing.
 - ☐ Cover your coughs and sneezes with a tissue, and then dispose of the tissue and clean your hands immediately. If you do not have a tissue, use your elbow (not your hands).
 - ☐ Do not touch your mouth, eyes, nose with unwashed hands.
 - ☐ Avoid contact with people who are sick.
 - ☐ Avoid sharing items such as phones or other devices. If devices must be shared be sure to wipe them down with a disinfectant wipe before and after sharing.
 - ☐ Constantly observe your work distances in relation to other staff. Always maintain the recommended minimum 6 feet separation from others unless specific work assignments require less distancing and wear a face cloth covering when working near or with others.
 - ☐ Disinfect frequently touched objects and surfaces such as workstations, keyboards, telephones, handrails, machines, shared devices, and doorknobs. This should be done hourly during business hours.
 - ☐ Encourage staff to replace handshakes with other touch-less forms of greeting to customers and members
- ☐ Eliminating time clocks or assigning management/one individual the responsibility of punching employees in/out.
- ☐ Copies of this Protocol have been distributed to all employees.
- ☐ Disinfectant effective against COVID-19 and related supplies are available to all employees at the following location(s):
- ☐ Hand sanitizer effective against COVID-19 is available to all employees at the following location(s):
- ☐ Soap and water are available to all employees at the following location(s):

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F. END OF SHIFT PROCEDURES

- ☐ Staff are responsible for disinfecting equipment after operation. Disinfectant at key tool stations will be available for staff to wipe down tools prior to and after use.
- ☐ All staff members are required to leave the property immediately after their shift.
- ☐ Each team member is reminded of the importance of physical distancing away from the job as well as on the job.

G. MONITORING PROTOCOLS

- ☐ Friendly, yet firm communication with any patron violating the required safety protocols is a must. Patrons are reminded that any violation of Physical Distancing Protocols will jeopardize the continued operation of local charter businesses.
- ☐ Any patron who refuses to adhere to the safety protocols after one warning is asked to leave the property immediately.

Any additional measures not included above should be listed on separate pages, which the business should attach to this document.

You may contact the following person with any questions or comments about this protocol:

**Business Contact
Name:**

Phone number:

**Date Last
Revised:**

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